



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

**ASSOCIATE INSURANCE COMPLIANCE OFFICER
(MULTIPLE POSITIONS)**

\$4,110 - \$4,997

**CONSUMER COMMUNICATION BUREAU
LOS ANGELES**

RESPONSIBILITIES:

Under direction, the incumbent independently responds to the more complex, varied, and responsible consumer inquiries and complaints regarding all lines of insurance that include multiple coverages or situations via telephone, written, and e-commerce communication or in-person interview; investigates and identifies violations involving situations that typically require multiple contacts with the consumer, licensee, and/or other related entity; mediates and acts as conciliator, and directs the licensee/entity to resolve the identified issue, complaint, or violation; takes first-level enforcement action or makes recommendations for further regulatory action when necessary; and other related duties as required.

DESIRABLE QUALIFICATIONS:

Three years experience in insurance claims adjusting, rating & underwriting, or insurance consumer services; college graduate preferred, however, experience will be accepted in place of the education on a year-for-year basis. Candidates must have knowledge of insurance practices and the Insurance Code, laws and regulations, and the insurance industry; good analytical and verbal/written communication skills; excellent interpersonal skills; and ability to identify problems, and negotiate/mediate resolution.

WHO MAY APPLY:

Applications will be accepted from current State employees at the Associate Insurance Compliance Officer level, those within transfer range, or individuals who have list eligibility for **Associate Insurance Policy Officer**. Training and Development Assignments may be considered for certain classifications only if necessitated for recruitment purposes. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the State application.***

APPLICATION PROCEDURE:

Send a completed standard State of California application to Christopher Flora, Department of Insurance – Human Resources Management Bureau, 300 Capitol Mall, 13th Floor, Sacramento, CA 95814. ***Please indicate “AICO #373-8562-CCB” on the State application.*** For additional information, please call (916) 492-3260.

FINAL FILING DATE: May 11, 2001 or until filled

NOTE: Interested individuals, including list eligibles, must submit state application in order to be considered for this position.

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

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